



ROLE DESCRIPTION

Role: Information Technology (IT) Technician & Support Specialist

DEPARTMENT: Administrative Services

REPORTS TO: Chief HR & Talent Development

CLASSIFICATION/ STATUS: Full-Time, Exempt

ORGANIZATION OVERVIEW: City Gospel Mission has served under-resourced individuals and families in the Greater Cincinnati region for more than a century. We provide transformational programs focused on food & shelter, recovery support, employment assistance, and youth programs and services that enable long-term life change for participants. We partner with donors, volunteers, churches and the community at large to provide restoration and lasting hope. We have facilities in downtown Cincinnati and Middletown, Ohio.

POSITION SUMMARY: We are seeking a skilled, ministry-minded IT Technician to support our employees and volunteers by ensuring our technology infrastructure runs smoothly, securely, and efficiently. This hands-on role is essential to our mission, enabling our team to focus on ministry rather than technology headaches. The ideal candidate has strong technical troubleshooting skills, a heart for service, and a desire to use technology for kingdom impact. We utilize a managed service provider that handles our infrastructure, Veeam O365 backups provides help desk support and ad hoc support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Do the work at hand in a manner that is aligned with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for ourselves and participants in our ministry programs.
2. **Technical Support:** Serve as a key point of contact, along with our Managed Service Provider for IT support for employees (on-site and remote) volunteers and participants (if and needed.) Provide troubleshooting for hardware, software and network issues.
3. **Hardware/Software Maintenance:** Install, configure, and maintain computers (Windows/Mac), printers, scanners and mobile devices.
4. **Network Administration:** Work with the MSP to support the management and monitoring of Wi-Fi, firewalls, and internet connectivity to ensure reliability.
5. **Security & Data Protection:** Implement cybersecurity best practices, including antivirus management, software patching, and ensuring secure, regular data backups. (The MSP will use the 3-2-1 rule.)

6. **System Administration:** Microsoft 365, including user accounts, email, and cloud file storage.
7. **Fundraising and Volunteer Support:** Assist with technology needs during special events, meetings, recruiting and training volunteer tech support if needed.
8. **Inventory & Stewardship:** Maintain an accurate inventory of IT hardware and consumables and make recommendations for upgrades that are cost-effective and align with the ministry's budget.
9. **Vendor Management:** Act as the liaison with internet service providers (ISPs) and specialized technology vendors.
10. **Costs & Budget Inputs:** Oversee and communicate IT cost data regularly as a part of the monthly budget and reconciliation process and as a part of the annual fiscal budget building process.
11. Work with the CGM Facilities Manager where digital operations and facilities intersect.
12. Provide perspective to the organization on how to leverage technology to do our work more effectively and efficiently and to serve our community in a greater way.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion for seeing men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the statement of faith and mission essentials of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

PHYSICAL REQUIREMENTS:

1. Is able to move, function, drive and travel to CGM/HHM facilities and locations as needed.
2. Role requires ascending/descending stairs, lifting or moving up to 40 pounds of office equipment or furnishings in an office and residential setting.
3. The person in this position frequently communicates with individual employees. She/he must be able to exchange clear and accurate written and verbal information in these situations.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.

2. Two years' experience working in IT operations. CompTIA Certification is preferred.
3. Working knowledgeable of IT infrastructure and operations best practices.
4. Self-starter ,who can work well with minimal technical guidance.
5. Good communication skills. Works well with others and while working independently.
6. Strong critical thinking and decision-making skills.
7. Excellent project management skills and strong ability to set and meet priorities.
8. Must pass a background and driver's check and drug screen.

Date Revised: 4/14/26
K. Wilson CHR & TD